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YOU WRITE OUR SCHEDULES!

Someone recently defined a bus as a "bunch of seats going someplace."

There's nothing wrong with that definition if you also take into consideration the fact that it requires the combined and specialized services of hundreds of men and women to keep those seats moving in the right direction every day.

With our own Municipal Railway, for instance, over 700 shopmen, 400 office employees, and 2,000 platform men have this daily task.

AFFECTS ALL DEPARTMENTS



There is perhaps no more important a group in any transit property than the Schedule and Traffic Department. The comfort and convenience of the traveling public, the compensation and working conditions of the employees and the economic welfare of the organization itself are all directly and significantly affected by transit schedules.

In spite of the most careful planning and conscientious effort in building a good schedule, however, unforeseen delays from causes beyond the control of management can almost make it appear that no schedule exists at all.

THE DEPARTMENT STAFF

22 people
to schedule
17-18,000 trips
daily



The Schedule and Traffic Department is small considering the duties it is expected to perform. It consists of a Superintendent of Traffic, a Supervisor of Schedules, seven schedule makers, seven traffic checkers who normally operate in the field, and a half-dozen clerk-typists responsible for the enormous amount of paperwork prepared daily.

HOW A SCHEDULE IS MADE

The construction of a good schedule starts, naturally enough, with determining when and where people are likely to travel. This is no easy job. People travel to work, to school, to shop, to church, to amusement centers, and to visit friends.

On evenings when the stores remain open the travel pattern changes. Riding varies to such an extent on weekdays as compared to Saturdays and Sundays that three separate schedules are required. An upsurge or falling off in employment in certain plants—the opening of a new theater or shopping center—new apartments

or housing developments—can make a tremendous difference in the need for transit service almost overnight.

It is part of the Schedule Department's job to watch such factors and anticipate the influence they will have on your transportation requirements.

CLOCKING THE RUNS

Similarly, it is necessary to find out just how long it takes a streetcar or bus to cover each part of a route under actual conditions existing at different periods of

the day and night and on weekdays, Saturdays and Sundays.



This "running time" is not determined either by Ouija board or slide rule. It is determined by an actual physical check in the field.

After an average running time is adopted as "par," a reasonable amount of "recovery time" is added at the terminals to absorb minor delays which may have occurred along the way. This "standing time" at the terminals therefore is not wasteful—it is actually insurance toward better adherence to schedules.

TAILORING THE SERVICE

Using the passenger traffic and running time data described, it is one of the prime functions of the schedule staff to tailor the service to fit the riding habits of the public within the policies set by the Public Utilities Commission.

17,000 TRIPS A DAY!

This complex and never-ending task requires the knowledge and resourcefulness of competent, experi-

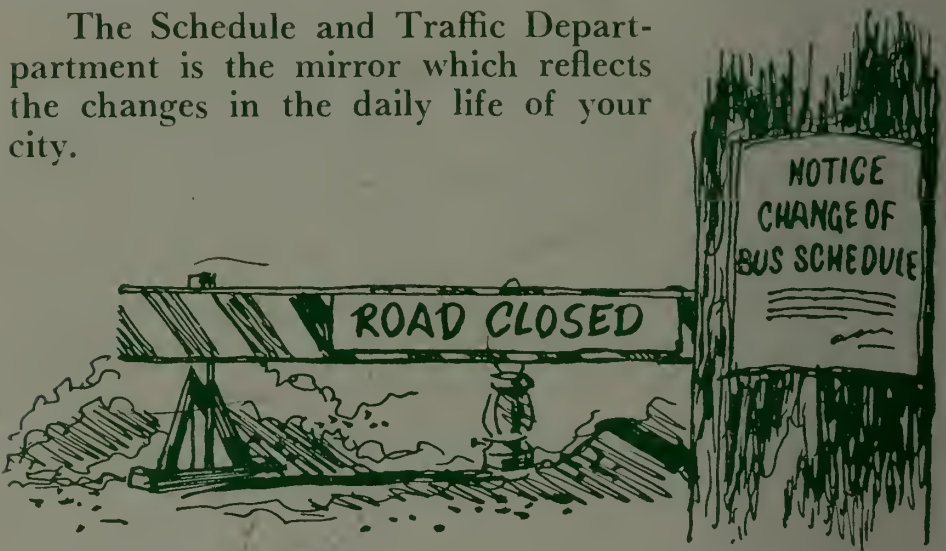
enced and well-trained personnel. It is one of the big reasons your Railway finds it necessary every year to prepare over 300 separate time tables involving major schedule changes. In addition, numerous revisions are constantly being made involving the 17,000 to 18,000 one-way trips scheduled daily.

The whole problem might be compared to working out a giant jigsaw puzzle to dovetail the different working shifts of more than 2,000 operators with 1,000 vehicles on 65 transit lines to accommodate an average of 800,000 passengers a day!

NO PERMANENT SOLUTION

Schedule men can never thankfully leave their desks at the end of a day's work with the thought that any of their problems are permanently solved. Although they may be well taken care of today, tomorrow's parade, mass meeting, football game, fire, street repair job—even a change in the weather—will bring new problems which must be met at once.

The Schedule and Traffic Department is the mirror which reflects the changes in the daily life of your city.



If you have found this information concerning your Railway interesting may we ask you to pass it on to a friend who might welcome this explanation on schedule making? Thank you.

Public Utilities Commission

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